

DEPARTMENT OF  
PUBLIC HEALTH AND HUMAN SERVICES



JUDY MARTZ  
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STATE OF MONTANA

[www.dphhs.state.mt.us](http://www.dphhs.state.mt.us)

PO Box 4210  
HELENA, MT 59604-4210

NAME  
ADDRESS 1  
ADDRESS 2  
CITY ST ZIP

Case Number: \_\_\_\_\_

October 18, 2002

Dear \_\_\_\_\_,

According to our records, you signed up in the Office of Public Assistance to access your TANF cash assistance payments electronically using the Montana Access EBT card, instead of receiving a paper check. This is to let you know that your TANF cash benefits will be issued electronically starting **November 1<sup>st</sup>** (if you are eligible for November).

If you receive food stamps, you will use the same card and Personal Identification Number (PIN) to access both your cash benefits and your food benefits. If you don't have a Montana Access card because you don't receive food stamps, you will receive a Montana Access card in the mail shortly. Be sure to follow all instructions that are sent with the card.

**Accessing your TANF benefits with the Montana Access EBT card**

- ➔ If you are eligible for TANF benefits for November, you can access those benefits with your card starting on Friday, November 1. Each month, benefits are ready to be accessed on the first day of the month, even if that is a weekend or holiday!
- ➔ You can spend or withdraw cash at many (but not all) stores that accept food stamps:

You may want to call the store before shopping, or ask the cashier if you can use your Montana Access card to access your cash assistance benefits. If yes, be sure to find out what their rules are. Some stores only allow you to buy something with your cash benefits. Others may allow you to get cash back, with or without a purchase. Your TANF account may be charged a fee for a cash withdrawal, and the store may limit how much cash you can get at one time.

If you receive food stamps, remember that your cash benefits can be used to pay for items that can't be purchased with food stamps. If you are buying both food and non-food items at the same time, the clerk may need to run your Montana Access card through the Point of Sale (POS) device two times: once to access food benefits, and once to access cash benefits.

(Over)

➔ You can withdraw cash at many ATMs (Automated Teller Machines):

Be sure to read the enclosed ATM instruction sheet. It tells you which kind of ATM you can use. If you can't find an ATM, your case manager has a list of ATM's that may accept your card. You can also call the Montana Access Customer Service line (1-866-850-1556, or 444-6808 in Helena) for help in finding an ATM near you.

Please be aware that ATM's will charge a fee. Also if you are eligible for November benefits, remember that you can't access your cash benefits with your Montana Access card until November 1.

Note: You can change to a different payment method (check or direct deposit) for future months' benefits if desired. Contact your case manager for more information.

Sincerely,

HANK HUDSON  
Administrator